

How Leigh's Heating and Cooling used WEX® FSM to Improve Customer Experience

The Customer

Leigh's Heating and Cooling has been a family-operated business for over 32 years, proudly serving the Myrtle Beach and Horry County areas. Specializing in residential service and new construction, the company is committed to delivering the best HVAC service across the Grand Strand while preparing to expand into additional locations.



The Challenges

Before switching to WEX FSM, Leigh's Heating and Cooling was struggling with inefficiencies using Service Fusion. Scheduling was difficult to manage, reporting lacked depth, and financial processes were cumbersome.

Creating invoices took extra steps, and it was hard to maintain a steady flow of calls or adjust daily operations. This slowed down the office and left technicians and customers with a less-than-ideal experience

WEX FSM makes everything easier—for the techs, the office, and our customers. From invoices that link right into QuickBooks to reporting that shows us exactly what's happening in the business, it saves us time every day. Plus, the customer-facing features like reminders have made our service experience even better.

NICK HARMAN
LEIGH'S HEATING AND COOLING



WEX Solutions

Nick and his team chose WEX FSM after hearing about it from a trusted contact. WEX's onboarding support and training for technicians and office staff made the transition easy. The solution provided a



much more user-friendly system that simplified daily operations.

The Results



Time Savings: Invoices are created instantly and sync to QuickBooks, eliminating extra work.



Stronger Customer Service: Customers receive automated texts and reminders, improving communication.



Operational Efficiency: Scheduling and call management are now smooth and organized.



Better Reporting: Visibility into technician and product sales has helped the company manage performance and growth.



More Customers Served: The team can focus on serving more customers with less time spent fixing backend issues.

Ready to ditch spreadsheets and start scaling your business?

> Schedule a demo to get started today.

